

Entered by Board Secretary

Special Vehicle Lane Operations

For decision:

For noting:

Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) Notes that a review of current special vehicle lane design and enforcement has been undertaken. Consequently, we have identified nine initiatives intended to make compliance easier and reinforcing the intent behind special vehicle lanes (SVL) are being implemented.
- b) Notes the expansion of the use of CCTV enabled enforcement on the SVL network, planned for implementation by July 2021. This expansion was specifically noted in the draft Emergency Budget consulted upon by Auckland Council.

Te whakarāpopotanga matua / Executive summary

1. The increased volumes of issuance of infringement notices for improper use of SVLs resulting from extended coverage hours and implementation of new lanes resulted in increased media interest. Following the discussion with the Board in February 2020 and after consideration of the potential Covid 19 impacts on travel behaviour, a review of SVL enforcement processes has been undertaken.
2. The use of CCTV camera enforcement (in the place of manual enforcement) leads to greater compliance and correct use of SVLs. This provides a significant safety uplift for the intended lane users, especially the more vulnerable such as cyclists and motorcyclists. The safety of parking officers is also improved as the workplace is transferred from the kerbside to working in office locations, reducing violence and abuse towards parking officers. This effective use of labour delivers extended hours of coverage affording a sustainable increase in compliance.
3. With public transport (PT) patronage increasing year on year and a focus on network optimisation, effective and sustainable management of special vehicle lane network is required to support a high level of customer experience, higher road network productivity and regional expansion of high frequency networks.

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Te horopaki me te tīaroaro rautaki / Context and strategic alignment

4. Transition to CCTV with analytics, provides alerts that are remotely managed by operators at 20 Viaduct. Increased coverage and consistency results in efficient travel times for PT and other users, keeping the SVL networks clear. Efficient lane management supports Auckland Council, Central Government and Auckland Transport objectives of more people using buses and cycling and a reduction in greenhouse emissions. It also delivers significantly improved productivity of existing roading networks.

Ngā matapakinga me ngā tātaritanga / Discussion and analysis

5. As the Road Controlling Authority AT manages SVL enforcement across the network using both manual and CCTV monitoring.
6. Consistent with an approach which encompasses 'Future of Work' AT has been gradually implementing technology to support SVL enforcement. The table below demonstrates efficiency gains in the deployment of CCTV based technology with analytics as compared with manual monitoring.

Style of Enforcement	Queen Street 6 Zones	% capture	Enf hrs	Labour FOH	Labour BOH	Labour Total	Process Data	# Inf / mth	# Inf / week	Revenue	% Compliance
Manual	one zone am / pm peak rotation over 7 days	4.10%	28	37.5	8.2	45.7	3 to 5 minutes	394	98.5	\$14,775.00	statistic not attainable
CCTV with Analytic	All zones 7am to 11pm 7 days	100%	672	0	64.3	64.3	1 to 2 minutes	1929	482	\$72,300.00	99+%
Labour FOH	Labour front of house = on street capture										
Labour BOH	Labour back of house = in officer review / processing										

7. Parking Compliance currently delivers a range of initiatives over and above legislative requirements determined by the Land Transport Act (LTA) and the national Traffic Control Devices rule (TCD) to support compliance and achievement of transport outcomes. We continue to evolve operational strategies to meet increased demand on the network.
8. Specific examples of initiatives which are over and above legislative requirements include:
 - I. Offer 20 metres grace in excess of National 50 metre rule for SVL
 - II. Exemption guidelines for 'out of towners'
 - III. Adjudication guidelines for first time offenders which allows discretion to be used

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- IV. Solid green limit line to broken green line at 50 metres pre intersection (guidance for left turns)
 - V. Warning notice period for each new SVL implemented (up to 2 weeks) regardless of monitoring method
 - VI. Continual revision of signage. e.g. Grafton Gully bridge gantry signage
 - VII. Behavioural science letters in trial for Bus Lane offences, with use of photographic images
 - VIII. Deployed analytics to evidence continuum in travel for multizone lanes.
9. New initiatives underway that will make it easier for drivers to comply:
- I. Revision of current lane layout, signage and markings
 - II. CCTV analytic vehicle occupancy count for Transit Lanes (T2 and T3)
 - III. Advanced warning “lane being enforced” illuminated signage, to highlight active enforcement
 - IV. Behavioural science letters now fully implemented for bus lanes
 - V. Part Pay process for infringements to be launched first quarter 2020/21
 - VI. 13 new sites planned for expansion of CCTV enforcement solution by July 2021 (see attachment 1)
 - VII. Enforcement hours review (i.e. no enforcement between 9pm and 6am for relevant bus lanes)
 - VIII. New maintenance regime to be implemented to ensure signage and markings asset condition is significantly improved
 - IX. Delivery of a comprehensive public education and awareness campaign.
10. SVL Compliance example

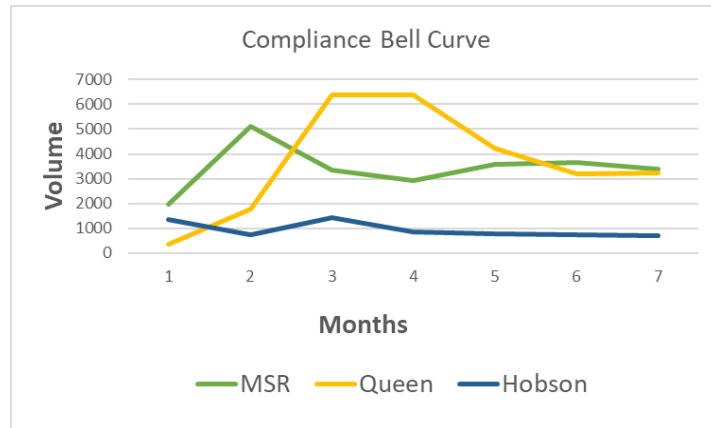
The table below gives two examples of the level of road user compliance with SVL arrangements in November 2019 using CCTV with analytics. High levels of overall compliance are the norm.

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Nov-19					
Queen St between Customs & Victoria	7am-11pm	# Inf. Issued	Total Traffic	% received Inf.	Compliance ratio
Between Victoria & Custom		1689	245,078	0.69	99.61% compliance
Khyber Pass between Park & Broadway	7am-7pm	# Inf. Issued	Total Traffic	% received Inf.	Compliance ratio
Away from Broadway (westbound)		3353	382,903	0.88	99.12% compliance
Towards Broadway (eastbound)					

11. Each new lane is launched with a warning period, usually of two weeks in duration.
12. Warnings notices have proven to do little in terms of driving road user compliance but it does assist with public acceptance of new SVLs. Real behaviour change takes effect once infringement notices start being issued.
13. The compliance bell curve, which tracks infringements issued over time following commencement of enforcement, differs from site to site as it is determined through driver behaviour / compliance.
14. The compliance bell curve with manual capture traditionally takes three months to generate a consistent change in behaviour. Frequency and consistency of enforcement play a key role in determining the outcome. Manual enforcement capture varies due to on-street labour availability.
15. CCTV enforcement delivers a sustained compliance level as frequency/consistency is at 100%.
16. The graph below shows the compliance bell curve through the introductory phases of three zones.
 - I. Queen St (yellow) move from Manual to CCTV enforcement, after initial issuance spike it settles quickly.
 - II. Hobson St (dark blue) is already CCTV enforced, its issuance on street shows consistent compliance over time.
 - III. Manukau Station Rd (green) is manual capture, demonstrates initial spike and a lower level of compliance over time (based on active hours of enforcement only)

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Ngā tūraru matua / Key risks and mitigations

Key risk	Mitigation
Negative media and public focus on “revenue gathering”	<p>Develop and deliver a comprehensive public education and awareness campaign.</p> <p>Develop a communication plan and key messages to proactively address future media enquiries, focusing on:</p> <ul style="list-style-type: none"> I. safety and PT benefits II. higher levels of compliance (approx.99%) III. measures implemented to make compliance easier for users <p>In addition to the above, partner strongly with Automobile Association NZ, NZ Police, Waka Kotahi associated stakeholders and interest groups to foster support for benefits.</p>
Privacy / Data Management breach	<p>All new lanes with CCTV enforcement will follow the current practice and process which meet privacy obligations.</p> <p>All new lanes with CCTV enforcement will follow current practice / process which meets Public Records Act criteria. Risk and assurance were consulted.</p>

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Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

17. Contingent on the deployment schedule, the Covid 19 related drop in infringement revenue over \$20m is expected to be offset by \$7m in 2020/21 as a result of accelerated rollout of CCTV with analytics. This is included in AT's draft budget.
18. The capital investment required is \$7.3m for purchase and implementation of technology for enforcement as well as implementation of improvements to make compliance easier for the customer. Parking Services partners with Business Technology in extending CCTV SVL network. The implementation pipeline has been developed collaboratively to achieve an improvement in network performance.
19. There will also be an increase in consequential operational cost for maintenance of technology implemented

Ngā whaiwhakaaro ō te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations

20. Making bus operations more attractive and efficient will make bus services more attractive providing alternative options to private car use through having highly efficient and effective special vehicle lanes mitigates increased emissions.

Ngā reo o mana whenua rātou ko ngā mema pooti, ko ngā roopu kei raro i te maru o te Kaunihera, ko ngā hāpori katoa / Voice of mana whenua, elected members, Council Controlled Organisations, customer and community

21. Elected members and the public have been consulted as part of the draft Emergency Budget consultation pack noting also that this is a continuation/extension of practice already in place
22. City Rail Link has been requested to fast track CCTV in Mayoral Drive, Victoria Street and Queen Street, assisting east / west traffic flows, due to closure of Wellesley Street intersection.

Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

23. The extension of camera enforcement will significantly improve health, safety and wellbeing outcomes for parking officers. As previously mentioned SVLs with high compliance levels are safer for all users, especially the more vulnerable.

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Ā muri ake nei / Next steps

24. Complete detailed design and implementation plan for extension of CCTV enforcement.
25. Enforcement cameras, together with compliance initiatives will be progressively rolled out over the next financial year.
26. Deliver communications and education campaign.

Te whakapiringa / Attachment

Attachment number	Description
1	CCTV enabled SVL enforcement – proposed expansion

Te pou whenua tuhinga / Document ownership

Submitted by	Rick Bidgood Parking Compliance Manager	
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Approved for submission	Shane Ellison Chief Executive	